

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US04/20805

| A. CLASSIFICATION OF SUBJECT MATTER. IPC(7) : G07F 7/00, 17/00 US CL : 707/104.1 According to International Patent Classification (IPC) or to both national classification and IPC | | |
|---|---|--|
| B. FIELDS SEARCHED Minimum documentation searched (classification system followed by classification symbols) U.S. : 707/104.1, 707/3, 6 and 10, 709/237, 705/26 Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched Oracle Sales and Marketing Connected Client User's Guide, Release 11, March 1998, Oracle Electronic data base consulted during the international search (name of data base and, where practicable, search terms used) | | |
| C. DOCUMENTS CONSIDERED TO BE RELEVANT | | |
| Category * | Citation of document, with indication, where appropriate, of the relevant passages | Relevant to claim No. |
| Y, P | US 2003/0158960 A1 (ENGBERG) 21 August 2003 (21.08.2003). | 1 |
| Y | ORACLE Sales and Marketing Connected Client Users Guide, Release 11, March 1998. | 1 |
| <input type="checkbox"/> Further documents are listed in the continuation of Box C. <input type="checkbox"/> See patent family annex. | | |
| * Special categories of cited documents: | | |
| "A" | document defining the general state of the art which is not considered to be of particular relevance | "T" |
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| "P" | document published prior to the international filing date but later than the priority date claimed | |
| Date of the actual completion of the international search 07 October 2004 (07.10.2004) | | Date of mailing of the international search report 09 FEB 2005 |
| Name and mailing address of the ISA/US Mail Stop PCT, Attn: ISA/US Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 Facsimile No. (703) 305-3230 | | Authorized officer <i>for Michelle R. Evans</i> Alford Kindred Telephone No. 703-305-3900 |